



## State of North Carolina Office of Information Technology Services

Michael F. Easley, Governor

George Bakolia, State Chief Information Officer

### Memorandum

**To:** Agency Heads  
**From:** George Bakolia  
**Subject:** New Instant Messaging Standard  
**Date:** April 23, 2008

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I have approved a new Instant Messaging Standard that applies to state agencies and requires a risk assessment before instant messaging is used. I took this step because of my growing concern over security risks associated with instant messaging. The new standard has been reviewed extensively by most agency Chief Information Officers and by all agency security liaisons.

The new standard is accompanied by a revision to the State Acceptable Use Standard. The standard now requires individuals who download software – including software for instant messaging – to do so only in accordance with agency policy.

The two standards can be found at: <http://www.scio.state.nc.us/sitPolicies.asp>.

They have also been incorporated in the Statewide Information Technology Security Manual, which is found on the same page.

Please feel free to contact me if you have any questions.

cc: Agency Chief Information Officers  
Agency Security Liaisons  
Ann Garrett, Chief Information Security Officer